

# Complaint Investigation Office (CIO)

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## Non-sworn investigative unit



**Rashya Henderson**  
Supervising Special Investigator

# History of CIO

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- ▶ Established in July 2014, at the same time the Medical Board of California's sworn investigators moved to the Department of Consumer Affairs, Division of Investigation (DOI), Health Quality Investigation Unit (HQIU) due to Senate Bill 304
- ▶ Created to handle the "less complex" investigations and to reduce the caseload referred to sworn investigators at DOI
- ▶ Staffing consists of:
  - 1 – Supervising Special Investigator (non-sworn)
  - 6 – Special Investigators (non-sworn)

# Non-Sworn Special Investigators



## What do we do?



- ▶ Investigate the following case types:
  - Criminal arrest/convictions
  - Medical malpractice
  - Petitions for Reinstatement of a Revoked or Surrendered Certificate
  - Vaccination exemptions

# Non-Sworn Special Investigators

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- ▶ Gather evidence, including interviewing the subject, interviewing witnesses, and acquisition of physical evidence (arrest reports, court documents, medical records, fetal monitor strips, x-rays, etc.)
- ▶ If needed, send the case to an expert to render a thorough, unbiased medical opinion as to whether the standard of care was met or breached

# CIO vs. DOI-HQIU

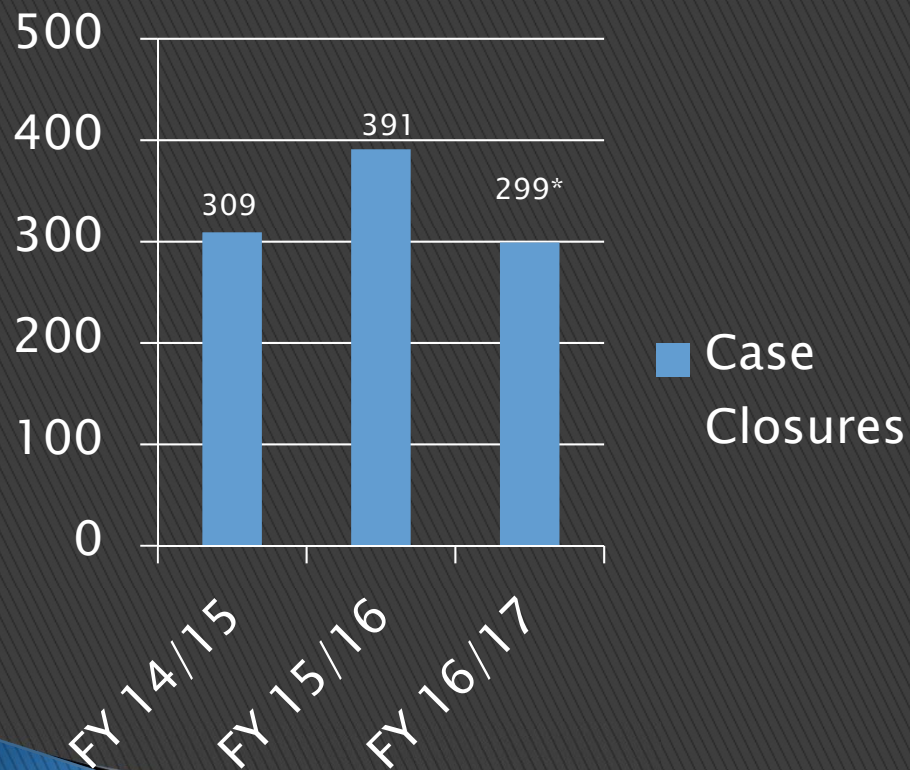


- ▶ CIO does not work under the vertical enforcement (VE) model
- ▶ CIO works cases statewide
- ▶ CIO cannot:
  - Perform pharmacy audits;
  - Execute undercover investigations;
  - Issue misdemeanor citations;
  - Serve search warrants; or
  - Execute arrests.

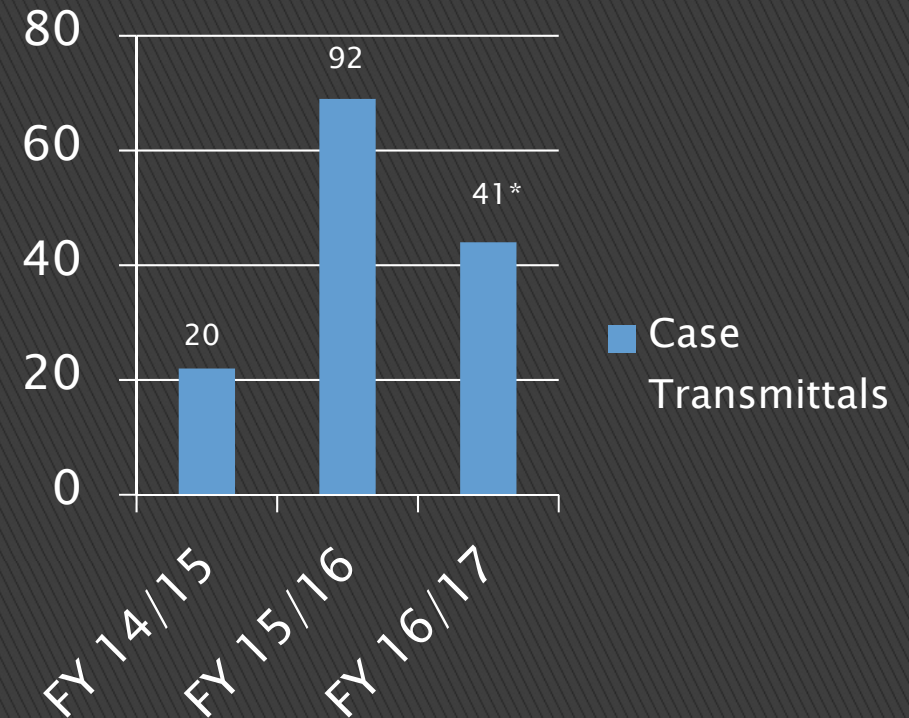
# Case Closure and Transmittal Statistics



## Case Closures



## Case Transmittals



\*NOTE: Stats for Fiscal Year (FY) 16/17 are for the first three quarters of the FY.

# Changes to CIO Since Establishment



- ▶ In November 2015, CIO began issuing subpoenas for certified medical records, arrest reports, and other various documents
- ▶ In March 2017, CIO began processing 820 mental/physical examinations as part of the investigative process
- ▶ On occasion, CIO assists the Probation Unit with processing Petitions for Early Termination of Probation

# What else does CIO do?



- ▶ Special projects/assignments:
  - Process case referrals from the Licensing Unit
  - Assist Discipline Coordination Unit (DCU) in locating licensees
  - Obtain certified court documents for out-of-state discipline cases forwarded to the Attorney General's Office (AGO) based on a criminal conviction



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# QUESTIONS?

